



# Application Pack

**Ref: WA283**

**Senior Beadle (Security Supervisor)**

**Salary £39,137.99 per annum**

**Full time – Permanent  
[40 hours per week, including shift working]**

**Advert date: 19 January 2024**

**Closing date: 8 February 2024**

**Westminster Abbey**



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# About Westminster Abbey

Westminster Abbey is a major centre for Christian worship, a leading venue for tourism and a treasured part of Britain's heritage. The Abbey has occupied a central place in the celebration of great events for the nation and remains one of the most beautiful architectural masterpieces in Britain.

A living Church, Westminster Abbey is the House of Kings, where the coronation of Kings and Queens has taken place since 1066, and where many of the Kings and Queens of England and of the United Kingdom are buried. Principal among them is St Edward the Confessor, King of England from 1042 to 1066, whose shrine is at the heart of the Abbey Church. Beside and around them are buried or commemorated many of the great men and women from almost every century of British history: statesmen and politicians, lawyers, warriors, clerics, writers, artists, musicians. Westminster Abbey is a Royal Peculiar, and the Dean and Chapter of Westminster are directly responsible to the Sovereign.

## **The Dean and Chapter of Westminster defines our Mission in these terms:**

- To serve Almighty God by offering divine Worship daily and publicly;
- To serve the Sovereign by daily prayer and by a ready response to requests made by or on behalf of His Majesty;
- To serve the nation by celebrating the distinctive witness of the Christian faith; by upholding the place of religious faith within national life; and by active engagement with Parliament, Whitehall and others in positions of public service;
- To serve all pilgrims and visitors to the Abbey, and to maintain a tradition of hospitality.

## **Our values**

As one we serve each other, our visitors and the wider world in all we do with:

- Truthfulness
- Integrity
- Empathy
- Excellence

The Abbey attracts approximately one million paying visitors each year, from all around the world. A large number of people also attend services which take place seven days a week. Daily services are only part of the Abbey's work, for there are also many 'special' services and events throughout the year. Westminster Abbey currently employs around 300 staff in a variety of roles and an even larger number of volunteers.

The Abbey receives no regular income from the State, the Church of England or the Royal Family, and relies on monies raised from visitors to ensure that the building can be properly maintained and remain open as an amenity for all.

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# Job Description

**JOB TITLE:** Senior Beadle

**REPORTS TO:** Deputy Head of Security

**DIRECT REPORTS:** Security Beadles

**KEY RELATIONSHIPS:**

- **Internal:** Head of Security, The Dean and Chapter, HR, and all other Abbey staff, worshippers, visitors, residents, and members of the public.
- **External:** Police and other emergency services when appropriate, and businesses/stakeholders within Abbey Precincts.

**JOB SUMMARY:**

- This is a supervisory level role which will involve the supervision and support of the on-site Security Beadles (a department of approximately 30 staff), acting as the initial point of contact for all enquiries, and on-site management.
- To ensure the team of security staff on shift is equipped to maintain the safety and security of the Abbey site for worshippers, visitors, staff, pupils and residents on a 24-hour basis.
- To provide professional support and assistance to the Deputy Head of Security, including deputising responsibilities as required.

**BACKGROUND:** Westminster Abbey is both an internationally renowned place of daily worship, and one of the UK's leading visitor attractions, welcoming over one million visitors each year. A diverse and dedicated community work at the Abbey, comprising 300 employees and a greater number of volunteers.

## MAIN DUTIES AND RESPONSIBILITIES:

1. Carry out the key operational tasks of the Deputy Head of Security during nights, weekends and other periods of the Deputy Head of Security's absence, including supervision across the shift, and providing a point of contact in case of an emergency.
2. Supervise and support the duty team to maintain the security of the Abbey and its precincts, as well as the security and safety of the staff, residents, visitors and worshippers, in accordance with, and conforming to, current Security SOPs. This entails supervising specific security duties of access control, foot patrolling, gate and barrier/bollard duty, locking/opening up, daily monitoring of alarm and CCTV systems, searching visitors and premises, deterring retail theft, and controlling parking arrangements, and escorting cash transit, within the Abbey precincts. This is not an exhaustive list of tasks, and Senior Beadles may be required to attend to other security duties, depending on the situation, or as directed by security management.
3. Assess, and take initial control of, incidents, and summon relevant emergency services where there is danger to persons or property or when deemed necessary. Provide liaison and assistance to any emergency responders, and follow Critical Incident Procedures.
4. Carry out general observation to maintain an overall awareness of the site, and deal with incidents and suspicious occurrences throughout all areas of the Abbey precincts, including the provision of 24-hour security to Abbey residents and those at the boarding preparatory Choir School.
5. Comply with all Standard Operational Procedures concerning the safety and security (including Fire Safety and Emergency Evacuation) of the Abbey site.

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6. Be responsible for oversight of fire safety on a shift basis, liaising with fire contract companies if required, ensuring that a weekly check of the fire alarm system is conducted, and escalating any matters to the Deputy Head of Security, or Head of Security.
  7. Initiate/supervise the evacuation/lock-down of the Abbey precincts in an emergency or, when the evacuation/lock-down is being conducted by security management, or the Receiver General, assisting as directed or pre-planned. Assist with delivering related training and regular exercising, and ensure that Hostile Vehicle Mitigation at the South Gate is fully checked weekly, and logged, with any defects reported.
  8. Communicate critical information as appropriate to management, clergy, staff, and residents, including sending authorised, templated, incident messages on the Abbey Alert system. Cascade relevant information to neighbouring venues and organisations as agreed.
  9. Supervise and support the onsite Security Beadles, acting as the initial point of contact for all enquiries arising, and on-site management as follows:
    - a) Handling employee absence communication, including dealing with absence notification from Security Beadles, notifying relevant colleagues and taking appropriate steps to ensure there is adequate security cover at all times.
    - b) Approval of all holiday requests and entering holiday details onto the HR database received whilst on duty.
    - c) Following the sickness absence of Security Beadles, facilitate return to work meetings on first day of return, complete relevant documentation and submit to HR as required.
    - d) Involvement in mentoring as required, together with appraisal, performance management, and motivation, of direct reports.
  10. Involvement in other staffing and supervisory responsibilities, including recruitment processes, and basic investigations, as required.
  11. Provide a daily briefing to the on-site Security Beadles, and debrief to the Deputy Head of Security or, in their absence, Head of Security, as required. Add updates to the Daily Running Order, if the Security Coordinator is not on site, and ensure that written handovers are provided for the oncoming Senior Beadle.
  12. Leading by example to uphold appropriate conduct and demeanour, ensuring team are correctly dressed in issued Abbey uniform as directed, and maintaining the standards of Security Beadles' professional presentation at all times, including Personal Protective Equipment (PPE) provided in accordance with health and safety regulations.
  13. Carry out any other reasonable tasks as may be instructed by the Deputy Head of Security, or Head of Security, including a specified portfolio of responsibilities, e.g. training and forward duty planning.

**Westminster Abbey is committed to the safeguarding of children, young people and adults at risk. To prevent them from harm, we undertake appropriate checks (including the relevant level of criminal record check) on staff and volunteers and require them to complete relevant safeguarding training. This post requires an enhanced level criminal record check.**



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# Person Specification

**POST: Senior Beadle**

*This section outlines the knowledge, skills and abilities the job holder needs in order to fulfil the requirements of the post. 'Essential' criteria are those that the job holder absolutely must have in order to do the job. 'Desirable' criteria are those qualities that would be either useful, or an advantage or those which the job holder can be trained to do.*

## **Essential Criteria**

### **Qualifications (*Application Form/Interview*)**

1. A security qualification, minimum of BTEC Level 3 in Security Management, or relevant equivalent, such as police/military.
2. Requirement to undertake an *enhanced* DBS check.

### **Skills/Aptitudes/Knowledge (*Interview*)**

3. Excellent verbal communication skills – to be persuasive, firmly polite, and able to deal with critical incidents under pressure in a calm nature when required.
4. Demonstrate ability to act decisively and intelligently, on own initiative when required, and to command and control potentially challenging situations.
5. Ability to manage accredited parking, and prevent vehicle congestion, within the estate.
6. Ability to work alone at heights, including the supervision and implementation of flag hoisting, whilst ensuring compliance with relevant H&S regulations.
7. Demonstrable basic numeracy skills in order to process timesheets, overtime and other expense claims.

### **Experience (*Application Form*)**

8. Experience of identifying unusual or suspicious behaviour, or potential threats, and taking appropriate action to mitigate them.
9. Experience of responding to visitor/customer engagements, dealing with first line complaints, compliments, queries, and requests in a professional, and timely, manner, and also liaising with senior members of staff from other departments when required.
10. Experience of security team supervision, including private, police and/or military (unless promoted internally with proven aptitude for supervision), able to appropriately delegate tasks and deal with team issues in a decisive manner, as they arise.
11. Experience of escalating issues to management, or other departments, as appropriate, ensuring that the seriousness of all situations is fully conveyed and understood, and that any ensuing directive is carried out appropriately.
12. Experience of working effectively as a member of a team.

### **Personal Attributes and Circumstances (*Interview/Assessment*)**

13. Demonstrates integrity, reliability, trustworthiness, and sound judgement.
14. Vigilant and fully aware of situations and surroundings.
15. Effective use of written communication skills to produce clear, concise and factual security incident reports and other relevant managerial documentation.
16. Aware of, and sensitive to, issues relating to sustainability, and providing a security service, within the ethos of a church environment.
17. Commitment to the Abbey values, particularly as they relate to the supervision of staff.

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18. Able to stand, and walk, for long periods, including outside in all weathers, with the provision of appropriate uniform clothing.
  19. Able to work a variety of shifts, including regular nights, weekends and bank holidays, to provide supervisory cover and facilitate regular dialogue with direct reports and wider team of security staff.
  20. Willingness to undertake Continuous Professional Development and contribute to the learning and development of others within the team.

**Desirable Criteria (Application Form/Interview)**

21. Hold a SIA Door Supervisor, and/or CCTV, Licence.
22. Hold a valid Emergency First Aid and/or Mental Health qualification.
23. Speak a second language.
24. Previous experience of entering data on to databases, e.g. staff holiday and sickness absence, with effective use of Microsoft Word, Excel and Outlook systems.
25. Previous experience as control room supervisor.

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# Working for us

## Employment Status

This post is permanent.

## Salary

The salary is £39,137.99 per annum and is paid on the last Friday of each month. Salary is reviewed annually.

## Working Hours

These are 40 hours per week on a rota basis including day, night and weekend shifts, however the postholder will be required to work the hours to suit the needs of the organisation. **Ability to work across all shifts is an essential requirement of this supervisory role.**

## Annual Holidays

The full-time holiday entitlement is 31 days per annum including recognised public holidays, rising to 33 days per annum in the fifth year of service. Public holidays are to be worked as part of the normal shift rota.

## Training

On-site training will be provided in all aspects of the job. Any further training needs will be assessed through the probation period and in annual appraisals.

## Pension Scheme and Life Assurance

All employees can join a Group Personal Pension plan, where the minimum employee contribution is 3% and the maximum employer contribution is 9% (as determined by the level of the employee contribution). You will be auto-enrolled into our qualifying workplace pension scheme after 3 months, if you meet the eligibility criteria.

All employees are covered by death-in-service life assurance, whether or not they choose to join the pension scheme.

## Staff Discount

All employees receive a 20% discount on purchases from the Westminster Abbey shop and a 30% discount on purchases from the Benugo outlets, which serve refreshments.

## Season Ticket Loan

A season ticket loan is offered after satisfactory completion of a probationary period, repayable over 10 months.

## Medical Insurance

The Abbey will pay 50% of premiums to join a nominated medical insurance scheme after one year's employment.

## Uniform

If a uniform and/or Personal Protective Equipment (PPE) is provided, this must be worn at all times and must be well-presented in light of the front-line remit of the role.



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# Equality Statement and How to apply

## Equality Statement

The Dean and Chapter aim at all times to recruit the person who is most suited to the job. Recruitment will be solely on the basis of the applicant's abilities and individual merit as measured against the criteria for the job. Qualifications, skills and experience will be assessed at the level that is relevant to the job.

We will ensure that our shortlisting, interviewing and selection procedures avoid discrimination in any way, including on grounds of age, disability, gender, marital status or civil partnership, race, nationality or ethnic origins, religion or belief and sexual orientation.

Please return the Equal Opportunities Monitoring Form with your application. This will help us monitor our recruitment practice. The form will not be seen by the people making the selection decision.

## Safeguarding

Westminster Abbey is committed to the safeguarding of children, young people and adults at risk. To prevent them from harm, we undertake appropriate checks on staff and volunteers and require them to complete relevant safeguarding training. Offers are subject to a relevant level of criminal record check, receipt of references satisfactory to Westminster Abbey, right to work in the UK, proof of professional qualifications and medical clearance, which may include a medical assessment.

## How to Apply

Please complete our application form as CVs **will not** be accepted.

You are also advised to read the Job Description and Person Specification carefully and think about how your experience, skills and abilities help you to meet the requirements listed in the Person Specification. Use the 'Supporting Statement' section of the form to tell us how you meet each of the requirements.

As well as your previous work experience, tell us about other relevant experience such as community and voluntary experience. Clear information on how you meet all the requirements of the job, with relevant examples, will help us with shortlisting, and we may not be able to shortlist you for interview if you do not provide this.

Please email your completed application to: [applications@westminster-abbey.org](mailto:applications@westminster-abbey.org).

**Applications should arrive no later than 12 noon on 8 February 2024. Interviews are scheduled to take place on 23 February 2024.**

*We regret that, due to the large number of applications we normally receive, we may only be able to contact or provide feedback if you have attended an interview. We appreciate your interest in our work at Westminster Abbey.*